



FEMA

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FEMA News Desk: 512-977-6615

News Release

If You Haven't Heard from Your Insurance Carrier, Best to Register with FEMA

AUSTIN, Texas — Residents of Cameron, Hidalgo and Jim Wells counties whose dwellings were damaged from the recent floods should have made appropriate insurance claims by now. But sometimes insurance carriers take weeks to dispatch an adjuster and to settle claims. Survivors have two weeks left to register with FEMA for federal disaster assistance.

So, if things with your insurance are still up in the air, then you might want to register with FEMA before the deadline of September 4. Then, if your insurance claim falls short of covering damages or is denied for some reason, you will be able to turn to other sources for assistance.

Applying for FEMA aid is a two-step process that involves FEMA help and U.S. Small Business Administration disaster loans. After you register with FEMA, you should apply for a low-interest disaster loan with SBA. There is no charge to apply for the loan and if approved, no obligation to accept it. But, the information you supply on the application is important if you seek further help.

Not everyone who registers will necessarily qualify for aid, and amounts vary based on individual and/or household needs. Once registration is complete, FEMA will determine what assistance is available.

It's a good idea to visit a disaster recovery center (DRC) right away. They are staffed with FEMA, SBA, state and other representatives who can give you face-to-face advice and guide you through the process. To locate a center near you, visit www.fema.gov/disaster-recovery-centers.

All DRCs are accessible and equipped with tools to accommodate disaster survivors who need disability-related communication aids, including resources in Braille. Each DRC has assistive technologies for people with disabilities. To arrange to have an American Sign Language (ASL) interpreter at the center when you visit, call 512-977-6615.

To register with FEMA:

- Log onto DisasterAssistance.gov;
- Download the official FEMA app at Google Play or the Apple App Store.
Or, visit fema.gov/mobile-app to download the app.
- Call 800-621-3362. Persons who are deaf, hard of hearing or have a speech disability and use a TTY may call 800-462-7585. If you use 711 or VRS or require accommodations while visiting a disaster recovery center, call 800-621-3362. The toll-free numbers are open daily from 7 a.m. to 10 p.m.

For more information on Texas recovery, visit the disaster web, Twitter at <https://www.twitter.com/femaregion6> and the Texas Division of Emergency Management website, <https://www.txdps.state.tx.us/dem>.

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FEMA's mission is helping people before, during and after a disaster